

From: JACK BALSAM
To: Microsoft ATR
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Subject: Microsoft Settlement

Despite my being a Microsoft shareholder, I think they are being let off too easy.

There is no question in my mind that they are guilty of monopolistic practices to the detriment of both competitors and the general public.

About three years ago I needed a new computer. I called Dell and asked them to include Lotus Smart Suite instead of Microsoft Office as I was used to the former's spreadsheet and word processing programs. They told me that they could not accomodate my request as they did not handle Lotus software. I then asked them to not include the Microsoft programs in the package and give me a credit; that I would buy the Lotus software on my own. Again the answer was in the negative. I made the same request of two other mail order computer vendors with the same results. It was quite evident that Microsoft used its operating system monopoly to force these manufacturers to install only Microsoft products and let the public be damned. I have no doubt that Netscape was similarly harmed in the case of their internet browser.